

Title of Nomination	Oregon GovSpace – “The place where state agencies, employees and their partners build online communities.”
Project Manger	Wally Rogers
Agencies & Departments	Department of Administrative Services (DAS) Enterprise Information Strategy & Policy Division (EISPD)
NASCIO Category	Digital Government: Government to Government

The Business Challenge: The agencies of the State of Oregon have planned and acted independently throughout the state’s history. As the complexity and interdependence of government operations has increased, the need for methods and forums for collaborative planning and action (in person and virtual) has also increased.

Since individual systems often contained sensitive and confidential information, none of the agencies using various forms of collaborative software to support collaboration and planning were able to allow their systems to be used by all agencies. In addition, the culture of state government in Oregon did not easily enable or support cross-agency collaboration as a standard practice.

The Goal: In October of 2007, the DAS E-Government Program manager contracted with Jive Software to provide a suite of vendor-hosted, web-enabled collaborative (Web 2.0) software for a six-month pilot of two-hundred (200) seats. This pilot estimated the feasibility and demand for such a tool. The joint pilot was en-vised as an opportunity for both parties (Jive and the State of Oregon) to explore the use, practical application, and organizational benefit of an enterprise-level “Software as a Service” (SaaS) solution for collaboration and social business networking in a state government setting.

Significance and Benefits:

This service, now called “Oregon GovSpace” has been in use since the 200-user pilot phase was completed in September 2008. To accommodate the emerging demand, the original contract was extended and the number of seats expanded.

Overall, the use of Oregon GovSpace:

- lessens the need for expensive and time consuming “terrestrial”/in person meetings
- allows for concept development in a web-accessible 24x7 forum
- provides a far more efficient and cost effective planning medium
- focuses on collaboration, knowledge sharing, planning, communication and subsequent action
- opens the door to new possibilities in multi-agency collaboration, planning, and action
- provides the experience needed to successfully plan and act in a multi-agency virtual setting.

Impact of the Project: The rate of growth in the use of the system has remained at approximately 20% per month since the end of the pilot phase. Over 1,200 participants from approximately 100 different states, local and national organizations use Oregon GovSpace.

Agencies welcomed the light weight, easy to use project collaboration capabilities. For project specific communication and increased visibility, stakeholders can view a multi-project dashboard; see task assignments, due dates, overdue tasks, issue tracking, versioned project documents, and a calendar of project milestones.